Alcatel-Lucent **OmniPCX** *Enterprise Communication Server*

Alcatel-Lucent IP Touch 4068 Phone
Alcatel-Lucent IP Touch 4038 Phone
Alcatel-Lucent 4039 Digital Phone

Alcatel·Lucent

User manual

Introduction

Thank you for choosing a telephone from the Alcatel-Lucent IP Touch 4038/4068 & 4039 Digital Phone range manufactured by **Alcatel-Lucent**.
Your IP Touch & Digital Phone terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone.
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, handsfree),
- the convenient alphabetic keypad, to call your parties by name.

How to use this guide

Actions

Lift the receiver.

Hang up.

Keypad

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

Navigator

Move the navigation key up, down, to the left or to the right.

To go back one level (press and release) or to return to the welcome page (press and hold) ; during a call, can be used to access the different pages (Menu, Main, etc.) and to return to the telephone screens.

Display and display keys

Partial view of display.

Display key.

Audio keys

Speaker,
Handsfree.

Adjustment “reduce”.

Adjustment “increase”.

Programmable keys and icons

Line key.

Icon corresponding to key.

Other fixed keys

Hold and Transfer keys.

MENU key.

Voice mail access key.

Other symbols used

Means that the feature is accessible from the Menu page.

Means that the feature is accessible from the Main page.

Means that the feature is accessible from the Info page.

Means that the feature is subject to programming. If necessary, contact your installer.

Means that the feature can be accessed by pressing a programmed key - see **Program the keys for the Main page or the add-on module**.

These symbols may be supplemented by small icons or text.

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Getting to know your telephone

Receiver
(possibility of a wireless handset - Bluetooth® - Alcatel-Lucent IP Touch 4068 Phone only)

Adjust the tilt of the screen

■ **LED**
- Green flashing: arrival of an internal call
- Orange flashing: arrival of an external call
- Red flashing: priority or alarm call

Socket for connecting headphones or a handsfree/speaker unit

Alphabetic keypad

■ Audio keys

END key: to terminate a call.

Handsfree/Speaker Key:t o make or answer a call without lifting the receiver.
- Lit in handsfree mode or headset mode (short press).
- Flashing in speaker mode (long press).

Intercom/Mute key:
- During a call : press this key so that your party cannot hear you.
- Terminal idle : press this key so that you can automatically answer a call without lifting the receiver.

To adjust the speaker or receiver volume up or down

■ Extension unit

An extension unit can be fitted to your telephone. This provides additional keys which can be configured as feature keys, line keys, call keys etc.
To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

■ Display and display keys

Contains several lines and pages providing information on calls and the features accessible via the 10 keys associated with the words on the screen.

Forward icon: pressing the key next to this icon allows you to program or change the forward feature.

Receiver connected.

Appointment programmed.

Silent mode enabled.

Telephone locked.

Display keys: pressing a display key activates the feature shown associated with it on the screen.

■ Navigation

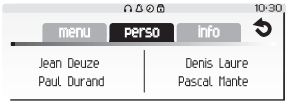
OK key: used to validate your choices and options while programming or configuring.

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content of a page.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press); during a call, provides access to welcome screens (Menu, Info, ...) and to return to the call icon screens.

■ Welcome screens



Menu page: contains all features and applications accessible via the keys associated with the words on the screen.
Main page: contains call line keys (allowing supervision of calls) and programmable call keys.

Info page: contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

■ Call display

Incoming call.

Call in progress or outgoing call.

Call on hold.

If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.

■ Feature keys and programmable keys

Guide key: used to obtain information on features of the 'menu' page and to program key of the 'main' page.

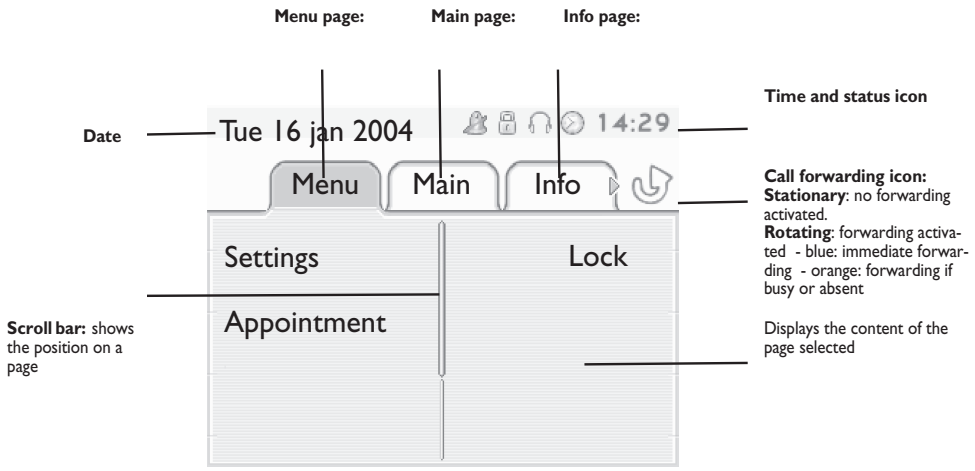
Messaging key to access various mail services :
if the key flashes, a new voice message or a new text message has been received.

'Redial' key: to access the 'Redial' feature.

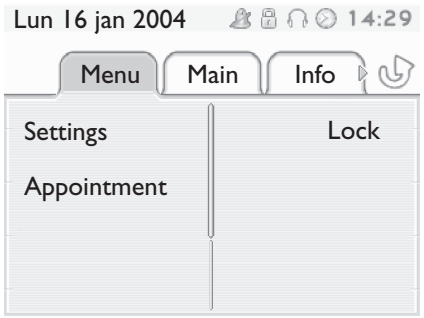
Hold: the call is placed on hold.
Transfer: transfer the call to another number.

1 Description of the screens and Bluetooth® handset

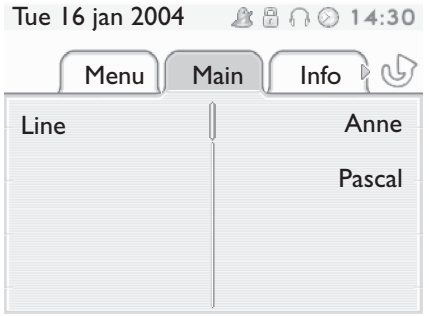
1.1 Welcome screens



- **Menu page:** contains all features and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone features such as calling back one of the last 10 numbers or intercepting calls.



- **Main page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the speed dial keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.

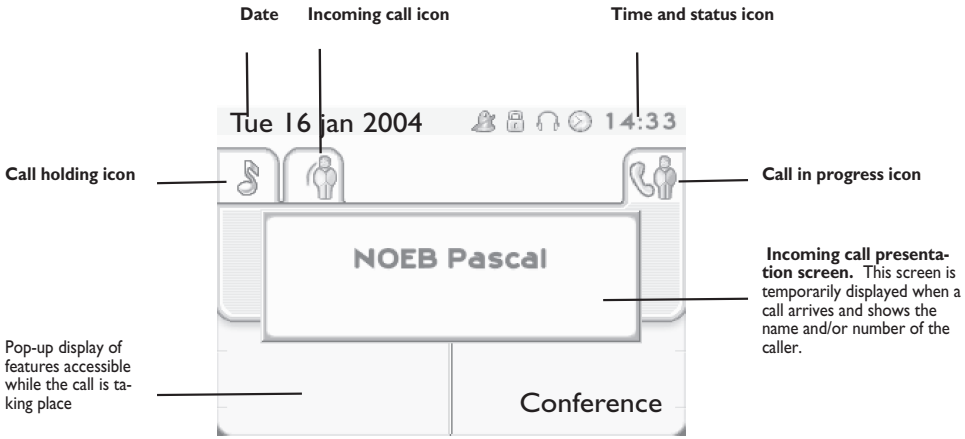


- **Info page:** contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

Left-right navigator:
used to move from one page to another.

Up-down navigator:
used to scroll through the content of a page.

1.2 Call management screen



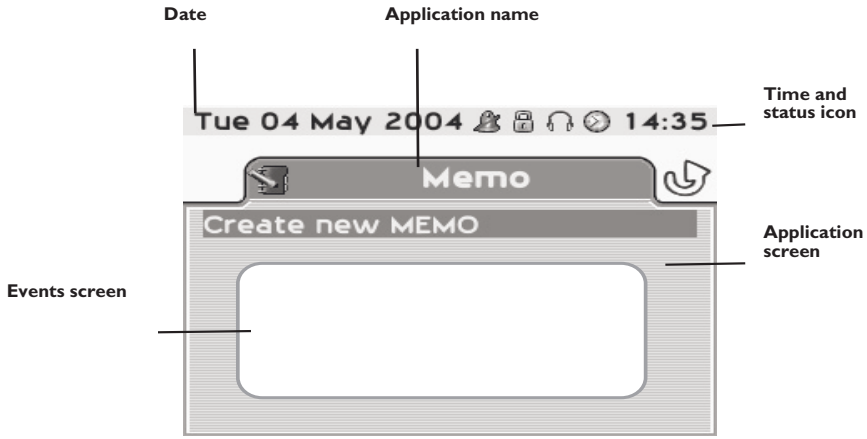
Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

Use the up-down navigator to display the features accessible. These features (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer feature will not be available between a call in progress or a held call and an incoming call.

Back/Exit key:
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

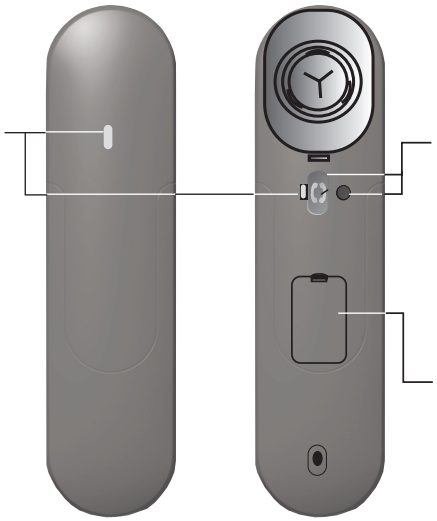
Calls can also be managed from the Main page.
While the call is in progress, press the Back/Exit key and display the Main page.
Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen



- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

1.4 IP Touch Bluetooth® Wireless handset (Only available on Alcatel-Lucent IP Touch 4068 Phone set)



LED
Green flashing: normal operation.
Green steady: handset charging.
Orange flashing: battery charge low or handset outside coverage zone.
Orange steady: malfunction.

Off-hook/On-hook and Volume/Mute keys

Off-hook/On-hook: press this key to take or terminate a call

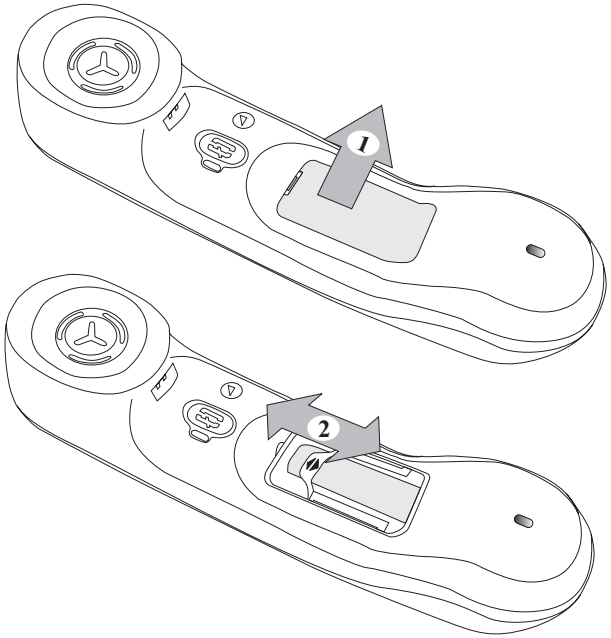
Volume/Mute:

- short successive presses to change the handset volume level (3 levels)
- long press to ensure your party no longer hears you

Battery

The battery recharges when the Bluetooth® handset is on its base.

Battery



If the Bluetooth® handset is on its base, you do not need to press the Off-hook/On-hook key to take or terminate the call. Just off-hook/on-hook the Bluetooth® handset.

2 Using your telephone

2.1 Making a call

dial the number for your call

OR

lift the receiver

number required

OR

lift the receiver (IP Touch Bluetooth® Wireless handset - Alcatel-Lucent IP Touch 4068 Phone)

number required

Handsfree

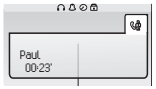
number required

OR

programmable line key

OR

dial by name

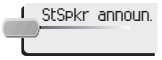


you are on a call with the destination number

To make an external call, dial the outside line access code (9) before dialing your party's number. The digit 9 is the default code for an outside line.

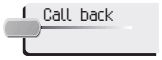
For the attendant, dial '0' (by default).

- **If the internal or outside number does not reply:**



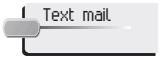
broadcast a message on the loudspeaker of the free terminal

OR



request callback to a busy terminal

OR



send a written message

OR

send a voice message

OR

go to next screen

2.2 Answering a call

lift the receiver

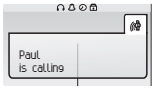
OR

lift the receiver (IP Touch Bluetooth® Wireless handset - Alcatel-Lucent IP Touch 4068 Phone)

OR

handsfree

OR



press the key next to the **'incoming call'** icon

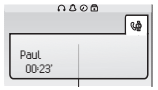
2.3 Using the telephone in 'Hands free' mode

- Terminal idle:

press and release

terminate your call

- Call in progress:

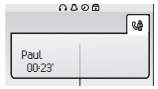


you are on a call with the destination number

press and release

During a call, you can lift the receiver without terminating the call.

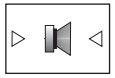
2.4 Activating the loudspeaker during a call (receiver lifted) - Speaker.



you are on a call with the destination number

activate loudspeaker (long press)

→ **the loudspeaker key flashes**

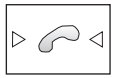


OR

adjust volume (9 levels)

deactivate loudspeaker (long press)

→ **The key is no longer lit**



press and release the loudspeaker key to switch to handsfree mode (light steady).

2.5 Calling your party by name (company directory)

enter the name or initials or the surname and first name of your party

→ select the type of search you want (last name, last name and first name* or initials*)

→ **Display of all the parties meeting the search criteria**

display the previous and next names

OR press the key associated with the party to call

OR modify the search

*Name must be entered in format name/space/first name.

This key is used to display the entire name when it is truncated.

2.6 Make calls via your programmed call keys

Main

access the **'Main'** page

select the party you want to call from the programmed call keys

call the selected party

2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.

directory number

2.8 Redial

Menu

'Redial' key

OR

reach the '**Menu**' page

→ **last number redial**

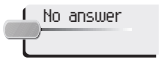
2.9 Callback an unanswered call

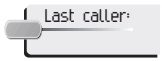
Menu

- **Call back the last caller**

Callback last caller

reach the '**Menu**' page





call back the last caller

- **List of last callers:**

reach the '**Menu**' page

select a name or a number

- **Erase the list of unanswered calls**

reach the '**Menu**' page

2.10 Requesting automatic callback if internal number is busy

2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in handsfree mode. The screen shows the caller's identity.

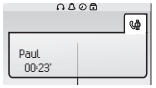
- **To activate - Terminal idle:**

When your caller hangs up, intercom mode remains active.

- **To deactivate - Terminal idle:**

2.12 Sending DTMF signals

Even if your system is not touchtone by default, during a call you sometimes have to send DTMF signals, to a voice server, an automated attendant or a remotely consulted answering machine.



you are on a call with the destination number

to activate

The feature is automatically cancelled when you hang up.

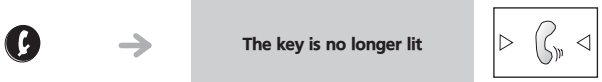
2.13 Mute, so that your party cannot hear you

You can hear your party but he/she cannot hear you:

- The terminal:

You are on a call with the destination number

disable microphone



resume the call

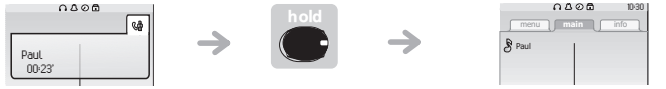
- The Bluetooth® receiver (Alcatel-Lucent IP Touch 4068 Phone):

press the handset volume/mute key (press and hold)

3 During a call

3.1 Making a second call during a call

During a call, you can call a second person (consultation call):



you are on a call with the destination number

the first call is placed on hold

number of second party

name of second party

- **Other methods for calling a second party**

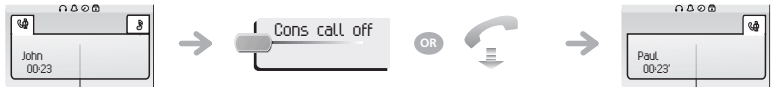
Dial the number for your call.

Name of second party.

- To access the 'Redial' feature (press and hold).
- Call back one of the last 10 numbers dialed (short press).

Programmable line key.

- **To cancel your second call and recover the first:**



If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a call

- **A second party is trying to call you:**

you are on a call with the destination number

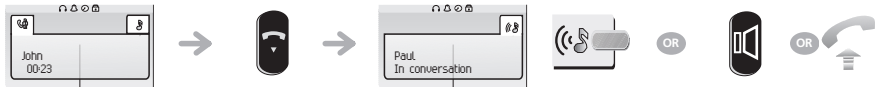
name or no. of the caller displayed for 3 seconds

- **Answer displayed call:**

line key for which icon is flashing

the first call is placed on hold

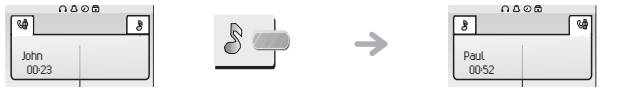
- **To return to your first caller and end the call in progress**



key associated with the **'incoming call'** icon

3.3 Switching between calls (Broker call)

During a call, a second call is put on hold.
To alternate between calls:



key associated with the **'incoming call'** icon

place your first party on hold

3.4 Transferring a call

- **To transfer your call to another number:**

you are on a call with the destination number | press 'Transfer' key | dial the number to be called | press to perform the transfer

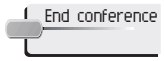
Transfer between two outside calls may not be possible, depending on system configuration.

3.5 Three-way conference with internal and/or external parties (conference)

- During a call, to establish a three-way conference:

code for "**Conference**" feature | number of second party | press to establish the three-way conference

- Cancel conference and return to first correspondant (if conference is active):

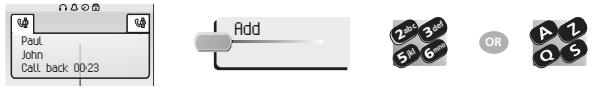


- Hang up on all correspondant (if conference is active):

- After the conference, to leave your two parties talking together:

3.6 Talk simultaneously to more than 2 partys

You are in a conference call with 2 partys. To add another party to the conference:



party's name or number

3.7 Casual conference

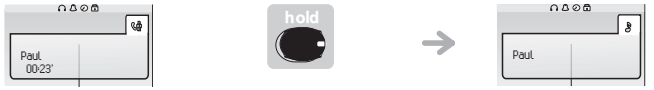
During a 3-way conference, you can add up to three additional participants.

number required

3.8 Placing a call on hold (HOLD)

- **Private hold:**

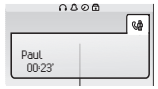
During a call, you may place the call on hold and recover it later, on the same telephone

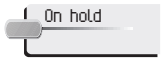


you are on a call with the destination number | your call is placed on hold

- **Press 'Hold' to recover the call on hold:**

• **Common hold:**
to recover your call on any telephone in your system.

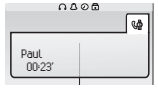




you are on a call with the destination number

your call is placed on hold

Recover the call on hold from any telephone:

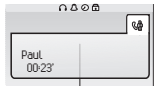


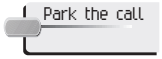
key associated with the **'incoming call'** icon

3.9 Parking a call

Park/retrieve call

You can park a call and retrieve it on another extension:





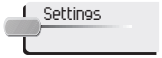
you are on a call with the destination number

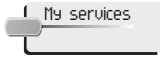
A parking announcement message is displayed on the screen of the parking destination set.

• **To recover the parked call:**

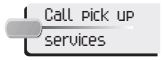
Park/retrieve call

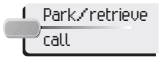
To automatically take the parked call, pick up the handset of the parking destination set.





reach the '**Menu**' page

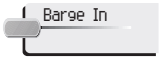


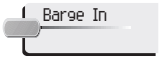


If the parked call is not recovered within a preset time (1 min 30 by default), it is either transferred to the attendant or it rings back the extension that parked the call, depending on system configuration.

3.10 Barge-in/Intrusion into an internal call

Your party's line is busy. If the number is not "protected" and if authorized, you can intrude into the call:





same key to exit

• **Protection against Barge-in/intrusion:**

Intrusion protection

press programmable key

enter the number desired

Protection is cancelled when you hang up.

3.11 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:

you are on a call with the destination number

adjust audio volume

3.12 Signal malicious calls

This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

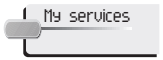
4 Sharing

4.1 Answering a night or a general bell

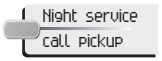
Menu

Night service call pickup

When the attendant is absent, outside calls to the attendant are indicated by a general bell. To answer:



reach the '**Menu**' page



4.2 Manager/assistant screening

Screened list:

System configuration allows "manager/assistant" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- **From the manager's or assistant's telephone:**

press programmable key

→ **Incoming calls are screened by a designated person (assistant, etc.)**

press the same key to cancel

Screening is indicated on the manager's telephone by the icon corresponding to the "screening" programmed key.

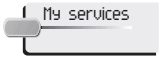
4.3 Individual pick-up

Menu

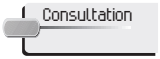
You hear a telephone ringing in an office where no-one can answer. If authorized, you can answer the call on your own telephone.

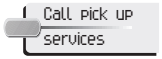
- **If the telephone ringing is in your own pick-up group:**

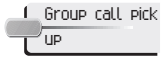
Group call pick up



reach the '**Menu**' page

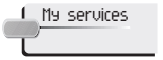






- **If the telephone ringing is not in your pick-up group:**

Individual call pickup



reach the '**Menu**' page

dial the number of the ringing telephone

The system can be configured to prevent call pick-up on certain telephones.

4.4 Hunt groups

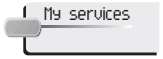
- **Hunt group call:**

Certain numbers can form a hunt group and can be called by dialing the group number.

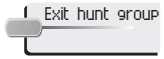
Group No.

• **Temporary exit from your hunt group:**

Exit station hunt group



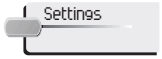
reach the '**Menu**' page

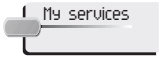


your group number

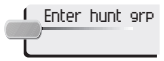
• **Return into your group:**

Enter station hunt group





reach the '**Menu**' page



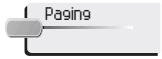
your group number

Belonging to a group does not affect the handling of speed dials. A specific telephone within a group can always be called by using its own number.

4.5 Calling an internal party on his/her pager

The number called does not answer and you know that the person called has a pager:

number called



number called

paging in progress is displayed

Your party can answer from any telephone in the system.

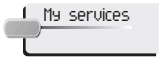
4.6 Answering a call on your pager

Menu

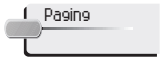
Paging answer

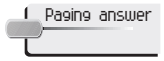
A call on your pager can be answered from any telephone within the system.

your pager beeps



reach the '**Menu**' page





your extension number

4.7 Calling a party on his/her loudspeaker

Menu

Your internal party does not answer. If authorized, you can remotely activate your party's phone:

your party does not answer

→ **you are connected to the loudspeaker on your party's phone (if he/she has the handsfree feature)**

4.8 Sending a written message to an internal party

enter the number of the terminal to receive the message

enter the first letters of the last name

select a predefined message

select a predefined message to complete

compose a new message

complete your message

- **The 27 standard messages are shown below:**

1	Call me back	15	Meeting on ___ (*);
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the assistant	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please retrieve your fax	23	External meeting, back on ___ (*)
10	Please retrieve your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

4.9 Sending a copy of a voice message

personal code

dial the number to be called

dial by name

send message

4.10 Sending a recorded message to a number/a distribution list

personal code

record message

end recording

dial the number to be called

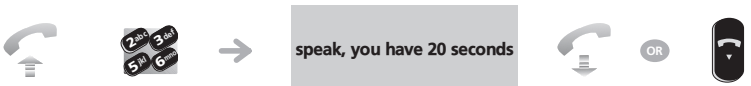
dial by name

send message

end of broadcast

4.11 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



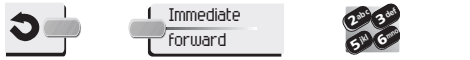
number of broadcast group

The message will only be broadcast on terminals not in use and which have a loudspeaker.

5 Keeping in touch

5.1 Diverting calls to another number (immediate forwarding)

The number can be your home, cell or mobile, voice message, or an internal extension (attendant, etc.).



dial the number to be called

→ **Do not disturb activated**

You can make calls, but only the destination number can call you.

5.2 Forwarding your calls to your voice message service

→ ***Do not disturb activated***

5.3 When you return, review your recorded messages

The light indicates that messages have been received.

personal code → **Display shows name of sender, with date, time and ranking of message**

listen to message — erase message

Call sender of message — archive the message — terminate consultation

5.4 Diverting calls to your pager

Radio paging

Callers will be able to contact you while you are moving around the company:

press programmable key → **Do not disturb activated**

5.5 Forwarding your calls from the receiving terminal ("Follow me")

Remote forward

You wish to receive your calls in your present location:
Use the "Follow me" feature.

your extension number

OR press programmable key — your extension number → **Do not disturb activated**

5.6 Applying a selective forwarding;

Menu

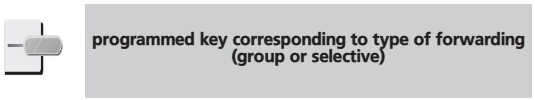
You can forward your primary number and your secondary number or numbers to different sets.

reach the '**Menu**' page

select the number to forward — number receiving forwarding

5.7 Cancelling all forwardings

5.8 Cancelling a specific forwarding



5.9 Diverting calls when your line is busy (forward if busy)

Menu

Forward on busy

Callers will be able to contact you while you are moving around the company:

reach the '**Menu**' page

number receiving forwarding

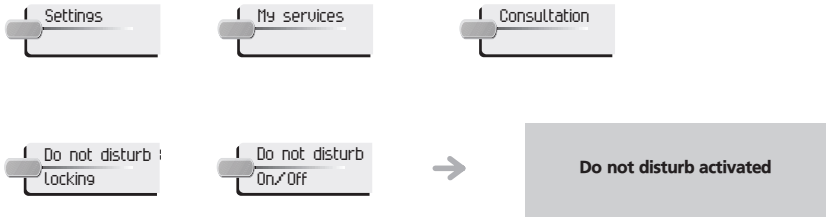
press programmable key

number receiving forwarding

5.10 Do not disturb

Do not disturb On/Off

You can make your terminal temporarily unavailable for all calls.



Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

5.11 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

select a predefined message

select a predefined message to complete

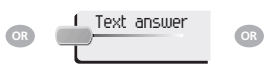
compose a new message

complete your message

5.12 Consulting written messages

The light indicates that messages have been received.

call sender of message | record message | next message



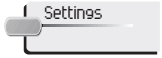
answer with a text message | terminate consultation

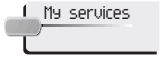
6 Managing your charges

6.1 Charging your calls directly to business accounts

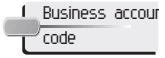
Menu

You can charge the cost of your outside calls to business account numbers.





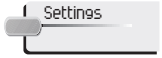
reach the '**Menu**' page

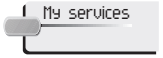


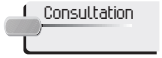
number of business account

number required

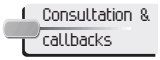
6.2 Finding out the cost of an outside call made for an internal user from your terminal

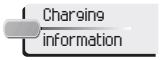






reach the '**Menu**' page





7 Programming your telephone

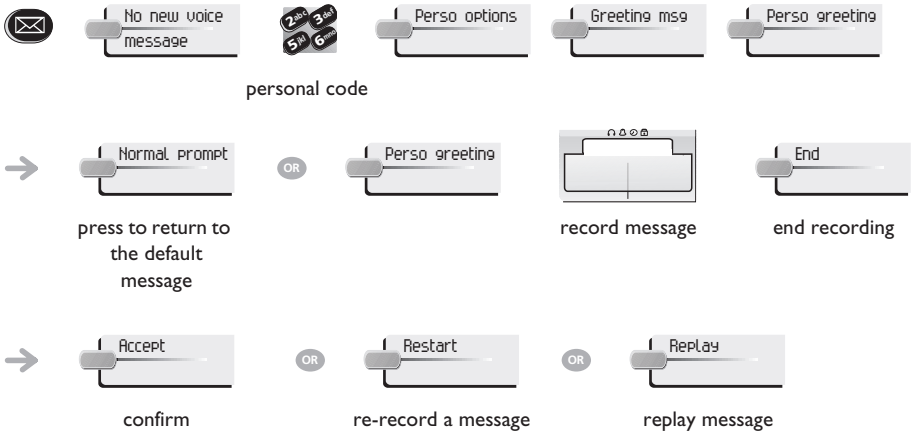
7.1 Initializing your voice mailbox

Your personal code is used to access your voice mailbox and to lock your telephone.

7.2 Customizing your voice greeting

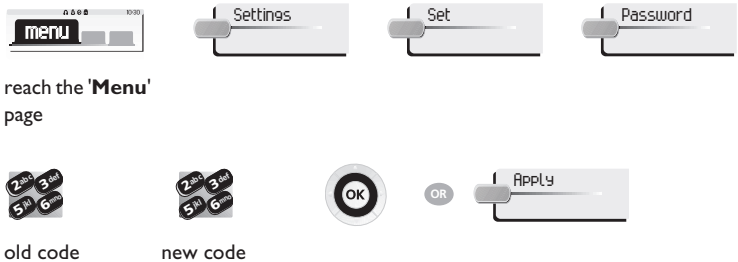
Menu

You can replace the greeting message by a personal message.



7.3 Modify the password for your phone set

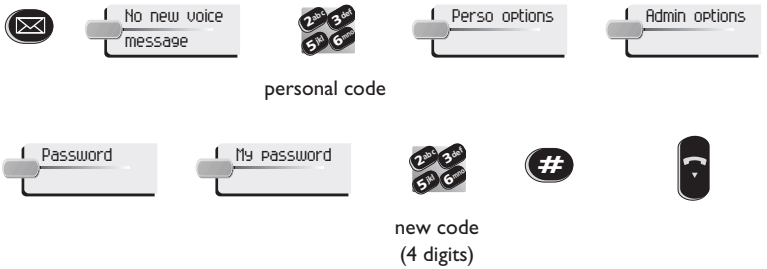
Menu



This code acts as a password controlling access to programming functions and the user ' Set Locking ' feature (code by default: 0000).

7.4 Modify the password for your voice mailbox

Menu



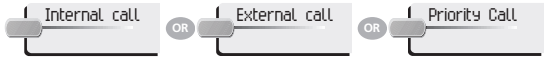
As long as your voice mailbox has not been initialized, the personal code is 1515.

7.5 Adjusting the audio features

Menu

reach the '**Menu**' page

▼ Choose the tune:



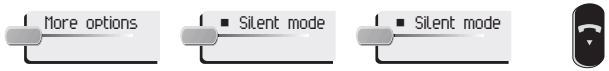
select the type of call to which the ringing is to be associated

select the melody of your choice (16 tunes)

▼ Adjusting the ringer volume:

select the level of your choice: (12 levels)

▼ Activate/deactivate silent mode:



to activate to deactivate

▼ Activate/disable meeting mode (progressive ringing):

to activate to deactivate

▼ Activate/deactivate discreet ring mode:

to activate to deactivate

▼ Adjust ringer volume while a call arrives:

your telephone rings adjusting the ringer volume:

7.6 Adjusting screen brightness (Alcatel-Lucent IP Touch 4038 & 4039 Digital Phone)

Menu

reach the '**Menu**' page

increase or decrease the contrast

7.7 Selecting the welcome page

Menu

This feature is used to choose the page displayed by default on the telephone.

select the default page

7.8 Selecting language

Menu

reach the '**Menu**' page

enter your personal code

select the language of your choice

7.9 Program the keys for the Main page or the add-on module

Main

You can program call numbers and features for the 'Main' page keys and the add-on module keys.

access the **Main** page using the navigator

press the key you want to program

to program a number

to program a feature

- To program a number:

enter the number

enter the name

confirm

- To program a feature:

follow informations displayed on the screen

- Other possibilities:

modify contents of entry displayed

delete

7.10 Erase a programmed key

Menu

reach the '**Menu**' page

access the 'perso' page if necessary

select the key to erase

7.11 Programming an appointment reminder

Menu

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

reach the '**Menu**' page

enter time of appointment

dial the number of the appointment destination set

The '**Appointment programmed**' icon is displayed on the welcome page.

- **At the programmed time, your telephone rings:**

If your calls are forwarded to another terminal, the forwarding is not applied to the reminder call.

- **To cancel your reminder request:**

reach the '**Menu**' page

The '**Appointment programmed**' icon disappears from the welcome page.

7.12 Identifying the terminal you are on

Info

The number of your telephone is displayed on the 'Info' page.

Access the **Info** page using the navigator.

7.13 Lock / unlock your telephone

Menu

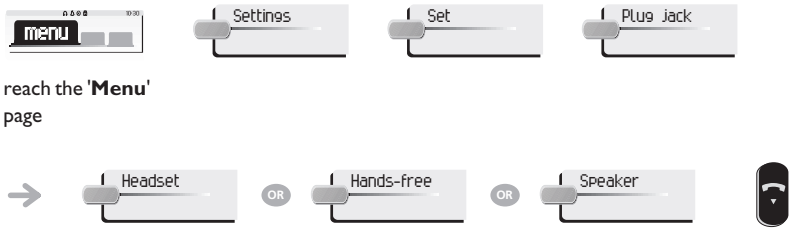
reach the '**Menu**' page

depending the displayed informations, enter your password or confirm

7.14 Configuring the audio jack of your telephone

Menu

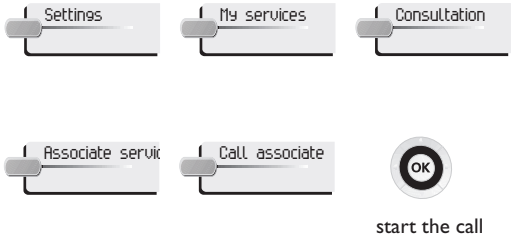
By default, the audio jack of your telephone can be used to connect a headset, handsfree kit or loudspeaker.



reach the '**Menu**' page

7.15 Call the associated set

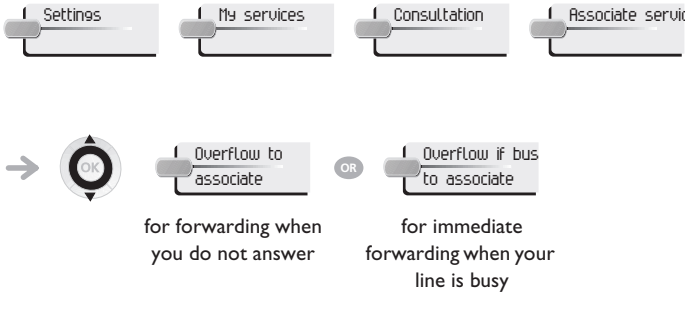
The number of another set can be associated with your set number (see Modify the associated number).
To call it:



start the call

7.16 Forward your calls to the associated number

If you have previously defined an associated number, you can forward your calls to this number.



for forwarding when you do not answer

for immediate forwarding when your line is busy

for forwarding if you do not answer or if you are busy

to cancel the forwarding to associate function

7.17 Modify the associated number

Menu

The associated number can be a phone set number, the voice mail number or the pager number.

reach the '**Menu**' page

Enter your personal code

enter the new associated number

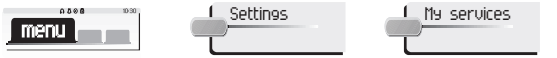
acceptance of the programming is displayed

7.18 The Tandem configuration

This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to the two sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, set padlock, etc.
For more information regarding this configuration, contact the person in charge of your installation.

7.19 Create, modify or consult your intercom list (max. 10 numbers)

Menu



reach the '**Menu**' page

follow instructions given on display

7.20 Installing a Bluetooth® Wireless Technology handset (matching) - Alcatel-Lucent IP Touch 4068 Phone

Menu

Before a Bluetooth® headset can be used, it must be correctly matched to the terminal.

reach the '**Menu**' page

with the handset turned off, press the 2 Bluetooth® handset keys at the same time (long press)

you will hear a 3 note signal and the LED will flash green and orange alternately

searching for Bluetooth® equipment, wait until the detected equipment type and the address is displayed

select the relevant equipment

the 3 note audible signal indicates that the handset has been installed correctly (the LED flashes green or orange depending on the battery charge level)

7.21 Use of the Bluetooth® handset (Alcatel-Lucent IP Touch 4068 Phone)

The Bluetooth® cordless handset permits the user to answer and call with complete freedom within a radius of 10 meter from the set.

IP Touch Bluetooth® Wireless handset
The handset has a LED and two buttons.

- **Green flashing:** normal operation.
- **Green steady:** handset charging.
- **Orange flashing:** battery charge low or handset outside coverage zone.
- **Orange steady:** malfunction.

- **Off-hook/On-hook and Volume/Mute keys:**

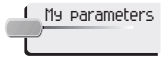
Off-hook/On-hook: press this key to take or terminate a call.

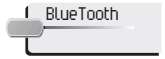
Volume/Mute:
- short successive presses to change the handset volume level (3 levels)
- long press to ensure your party no longer hears you

7.22 Installing a Bluetooth® Wireless Technology headset (matching) - Alcatel-Lucent IP Touch 4068 Phone

Menu

Before a Bluetooth® headset can be used, it must be correctly matched to the terminal. Before performing the matching operation, the headset must be in detectable mode*.





reach the '**Menu**' page

searching for Bluetooth® equipment, wait until the detected equipment type and the address is displayed

select the relevant equipment

confirm your choice

enter the PIN code of the headset *

acknowledgement message and display of the headset icon on the terminal screen

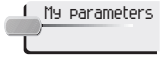
* Refer to the user documentation supplied with the headset.

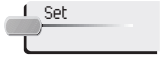
7.23 Using a Bluetooth® Wireless Technology headset - Alcatel-Lucent IP Touch 4068 Phone

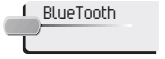
Refer to the user documentation supplied with the headset.

7.24 Deleting an accessory (headset, handset, etc.): Bluetooth® Wireless Technology

Menu



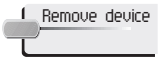




reach the '**Menu**' page

display of the different equipment matched

select the equipment to be removed



confirm your choice

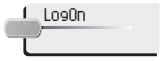
message acknowledging the equipment has been removed

8 ACD : Poste agent/Poste superviseur

8.1 Poste agent

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

8.2 Open a supervisor session (LogOn)



enter the identifier number

Enter your personal code

- **For a decision maker agent:**

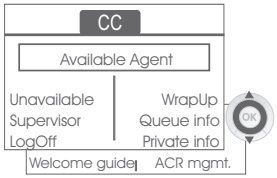
OR

enter the processing group number

select the processing group from a list

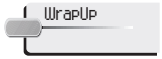
8.3 ACD application welcome screen

Once the ACD session is open, the agent can access the ACD application dedicated functions.



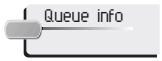
Alcatel-Lucent IP Touch 4038/ 4068 & 4039 Digital Phone

This function allows the agent to be 'logged out' from the ACD application.
The 'logged out' function is activated; by default, on opening an agent session (system configuration), by the supervisor or by the agent himself.
The agent changes this 'logged out' status by pressing the display key associated with this function.

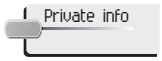


After each ACD call, the agent automatically assumes Wrap-up mode.
During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call.
This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).

When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.



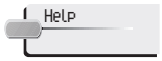
By pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents.



Pressing this key informs the agent about the configuration of his set (forwarding status, presence of new messages, associated set, name and number of the set, etc.).

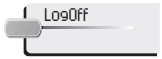
This key allows the agent to configure the welcome messages, recording, activation/ deactivation, loading or playback of a welcome message.
Access to welcome message configuration involves entering the agent identifier number and a password.

The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas.
Expertise areas can be assigned or deleted one by one or globally.

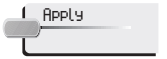


During a communication, the agent can send an assistance request to the supervisors.
This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

8.4 Close an agent session (LogOff)



enter your personal code



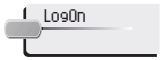
the session is closed

8.5 Poste superviseur

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.

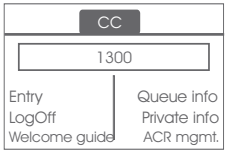
A supervisor can also perform the agent function from the same set.

8.6 Open a supervisor session (LogOn)



enter the identifier number

Enter your personal code



Alcatel-Lucent IP Touch 4038/ 4068 & 4039 Digital Phone

8.7 Processing group- Supervisor entry/withdrawal

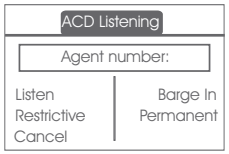
select the processing group from a list

OR

select the processing group from a list

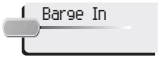
8.8 Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the 'Help' function key in the 'Perso' page.



Alcatel-Lucent IP Touch 4038/ 4068 & 4039 Digital Phone

By pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the call between an agent and his party, but cannot participate in the call.



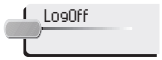
This key allows the supervisor to intrude in a communication.
This intrusion is signalled to the agent and his party by an audible beep and the supervisor can cut-in on the call at any time.
If the agent on-hooks or if the supervisor presses the 'Help' key, only the supervisor and the party will be in communication.

The agent is in communication with a party. This function allows the supervisor to talk just with the agent without the party being informed of this intrusion (restrictive).

The supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.

Pressing this key results in the rejection of an agent assistance request.

8.9 Close a supervisor session



enter your personal code

the session is closed

Compliance

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however confirm in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
To avoid accidentally damaging the set telephone line connector, make sure you position the cord correctly in the compartment intended for this purpose.
The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change.Some features of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
EC countries: we, **Alcatel-Lucent Enterprise**, declare that the Alcatel-Lucent IP Touch 4038, 4068 (that can be equipped with a Bluetooth® handset) & 4039 Digital Phone products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

Alcatel-Lucent IP Touch 4068 Phone & IP Touch Bluetooth® wireless handset
This device complies with Part 15 of FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Warning: Changes or modifications made to this equipment not expressly approved by Alcatel-Lucent Enterprise may void the FCC authorization to operate this equipment. The device is designed and manufactured not to exceed the emission limits for exposure to radio frequency energy in SAR (Specific Absorption Rate) set by the FCC.

Information relative to the environment
This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.
Alcatel-Lucent Enterprise, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.
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